

PROGRAM IMPROVEMENT PROJECTS

By the end of PY 1994, States are expected to make program enhancements which are supportive of the key service and outcome objectives to enhance customer service for the delivery of services to dislocated workers. States are requested to assess their current capabilities and to develop strategies for improving program capacity.

The six objectives and seventeen related dimensions of performance include:

< Customer Focus

- (1) Availability of comprehensive services needed by dislocated workers in each service area;
- (2) Access to employment opportunities which are responsive to employment and earnings needs of workers;
- (3) Provision of services tailored to individual objectives and needs of each worker;

< Expand Customer Options

- (4) Multiple sources of services and training to provide options for each worker;
- (5) Availability of income support for those needing it to undertake and complete required training;
- (6) Coordination of program services among substate grantees in the same labor market area;
- (7) Interagency/interprogram efforts to coordinate activities and resources;

< Quality Outcomes

- (8) Employer/private sector involvement in the design of programs and selection of occupational training;
- (9) Use of customer satisfaction and other measures to evaluate program quality;

< Improve Data

- (10) Accessible and useful information on employment opportunities and requirements, and service/training opportunities;

- (11) Available information and assistance to help workers make good choices regarding career and employment objectives;
- (12) Collection and use of customer feedback information to improve program responsiveness;
- (13) Use of monitoring, fiscal, and participant data in improving program design and operation;

< **Increase System Capacity**

- (14) Ensuring adequate knowledge and expertise of State and substate staff;
- (15) Technical assistance to State and substate level staff;

< **Improve Early Intervention**

- (16) Timeliness of contact and assistance to workers and employers through Rapid Response;
- (17) Customer satisfaction with assistance provided through Rapid Response.

PROGRAM IMPROVEMENT PROJECTS: **A. CUSTOMER FOCUS**

| PROGRAM DIMENSION | ASSESSMENT OF CURRENT CAPABILITY | STANDARDS/GOALS USED TO ASSESS EFFECTIVENESS | PLANNED IMPROVEMENT ACTIONS DURING PY 94 |
|--|----------------------------------|--|--|
| (1) Availability of comprehensive services needed by dislocated workers in each service area. | | | |
| (2) Access to employment opportunities which are responsive to employment and earnings needs of workers. | | | |
| (3) Provision of services tailored to individual objectives and needs of each worker. | | | |
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PROGRAM IMPROVEMENT PROJECTS: **B. EXPAND CUSTOMER OPTIONS**

| PROGRAM DIMENSION | ASSESSMENT OF CURRENT CAPABILITY | STANDARDS/GOALS USED TO ASSESS EFFECTIVENESS | PLANNED IMPROVEMENT ACTIONS DURING PY 94 |
|--|----------------------------------|--|--|
| (4) Multiple sources of services and training to provide options for each worker. | | | |
| (5) Availability of income support for those needing it to undertake and complete required training. | | | |
| (6) Coordination of program services among substate grantees in the same labor market area. | | | |
| (7) Interagency/interpro gram efforts to coordinate activities and resources. | | | |
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PROGRAM IMPROVEMENT PROJECTS:

C. QUALITY OUTCOMES

| PROGRAM DIMENSION | ASSESSMENT OF CURRENT CAPABILITY | STANDARDS/GOALS USED TO ASSESS EFFECTIVENESS | PLANNED IMPROVEMENT ACTIONS DURING PY 94 |
|---|----------------------------------|--|--|
| (8) Employer/private sector involvement in the design of programs and selection of occupational training. | | | |
| (9) Use of customer satisfaction and other measures to evaluate program quality. | | | |
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PROGRAM IMPROVEMENT PROJECTS:

D. IMPROVE DATA

| PROGRAM DIMENSION | ASSESSMENT OF CURRENT CAPABILITY | STANDARDS/GOALS USED TO ASSESS EFFECTIVENESS | PLANNED IMPROVEMENT ACTIONS DURING PY 94 |
|---|----------------------------------|--|--|
| (10) Accessible/useful information on employment opportunities and requirements, and service/training opportunities. | | | |
| (11) Available information and assistance to help workers make good choices regarding career and employment objectives. | | | |
| (12) Collection and use of customer feedback information to improve program responsiveness. | | | |
| (13) Use of monitoring, fiscal and participant data in improving program DESIGN AND OPERATION. | | | |
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PROGRAM IMPROVEMENT PROJECTS:

E. INCREASE SYSTEM CAPACITY

| PROGRAM DIMENSION | ASSESSMENT OF CURRENT CAPABILITY | STANDARDS/GOALS USED TO ASSESS EFFECTIVENESS | PLANNED IMPROVEMENT ACTIONS DURING PY 94 |
|---|----------------------------------|--|--|
| (14) Ensuring adequate knowledge and expertise of State and substate staff. | | | |
| (15) Technical assistance to State and substate level staff. | | | |
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PROGRAM IMPROVEMENT PROJECTS: **F. IMPROVE EARLY INTERVENTION**

| PROGRAM DIMENSION | ASSESSMENT OF CURRENT CAPABILITY | STANDARDS/GOALS USED TO ASSESS EFFECTIVENESS | PLANNED IMPROVEMENT ACTIONS DURING PY 94 |
|--|----------------------------------|--|--|
| (16) Timeliness of contact and assistance to workers and employers through Rapid Response. | | | |
| (17) Customer satisfaction with assistance provided through Rapid Response. | | | |
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PROGRAM IMPROVEMENT PROJECTS: G. **OTHER**

| OTHER | ASSESSMENT OF CURRENT CAPABILITY | STANDARDS/GOALS USED TO ASSESS EFFECTIVENESS | PLANNED IMPROVEMENT ACTIONS DURING PY 94 |
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